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USPS SALES AND SERVICES ASSOCIATE TRAINING EXAM 2023-2024 ACTUAL EXAM 250 QUESTIONS AND CORRECT DETAILED ANSWERS (VERIFIED ANSWERS) |ALREADY GRADED A+

What is written or typed at the bottom of an international article? - ANSWER- The country name in all capital letters.

What is the maximum value for dutiable (international) merchandise? - ANSWER- $400.

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What are the maximum weights for Priority Mail International Flat rate products? - ANSWER- Flat rate envelopes and small flat rate boxes have a 4 lb limit. Medium and Large flat rate boxes have a 20 lb limit.

What are some features and benefits of Priority Mail Express International? - ANSWER- Fast; $100 insurance (updated to $200); maximum weight 70 lbs; money back guarantee to certain destinations; tracking service available; free packaging; online postage incentives; can purchase additional insurance up to $5,000; return receipt services.

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What are some features and benefits of Global Express Guaranteed? - ANSWER- Delivery in 1-3 business days; money-back guarantee to certain destinations; includes delivery status information; weight limits from 22-70 lbs depending on the country; $100 liability insurance; can purchase up to $2499 additional insurance.

Shipping Services are those products in which the Postal Service is competitive with other delivery companies. What services does this include? - ANSWER- Priority Mail Express, Priority Mail, Parcel Select, Parcel Return Service.

What are the extra services that can be applied to Priority Mail Express? - ANSWER- Return receipt, additional insurance, collect on delivery.

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What are some features/benefits of Priority Mail? - ANSWER- 2-3 day delivery; free packaging and supplies; affordable.

What day of the month do you place Notice 32, Box Rent Service Fee Dues, in the PO Box? - ANSWER- 1st.

How many different sizes of PO Boxes are offered? - ANSWER- 5.

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If a PO Box is rented on July 17th, when would the 6 month renewal due date be? - ANSWER- Jan 31st.

If a PO Box is rented on May 13th, when would the 6 month renewal due date be? - ANSWER- Oct 31st.

What two forms of ID are required for a customer to open a PO Box? - ANSWER- Photo ID and an additional non-photo ID such as a corporate ID, passport, proof of vehicle insurance or vehicle registration, current deed or lease, state or government issued ID, military ID, university ID, alien registration card, certificate of naturalization, or home insurance policy.

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How many keys are assigned to the customer when renting a PO Box? - ANSWER- 2.

When opening a PO Box, if the information on the form does not match that on the ID, further verification procedures must be conducted to substantiate that the applicant resides or conducts business at the address shown. How many days are you allowed to complete the verification? - ANSWER- 3 business days.

What is the form used to open a PO Box? - ANSWER- Form PS 1093.

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What procedures does the Post Office follow is a PO Box is not paid by the 10th day after the due date? - ANSWER- On the 11th day the box must be closed and all mail is returned to the sender. The lock will be changed after 48 days. If the customer reopens the box after the 10th day, a late fee applies.

What is a caller service? - ANSWER- A premium service when the customer needs more pick up times than a Firm Holdout and/or have more mail than the biggest box will hold daily.

What is General Delivery designed for? - ANSWER- Transients, people waiting to get PO boxes, temporary events. 30 days maximum period unless approved by the postmaster.

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How does package intercept work? - ANSWER- It allows customers to request to have an item they sent through USPS to be intercepted prior to delivery for a fee.

How long may a customer have Temporary Forwarding? - ANSWER- 6 months and they may renew for an additional 6 months for a total of one year.

How long is PFS (Premium Forwarding Service)? How does it work? - ANSWER- Not less than 2 weeks or longer than 1 year.

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